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The fastest way to get a response from Singapore Airlines is to call their customer service team directly. For travelers in the USA, dial +1-855-564-1122. For travelers in the United Kingdom, call +44 (808) 196-2756. These phone lines connect you to live representatives who can handle urgent booking changes, cancellations, and immediate travel disruptions. If your matter is less time-sensitive, Singapore Airlines also provides live chat, email support, social media messaging, and in-person airport desks.

Every passenger deserves a clear path to resolution. Whether you are facing a last-minute schedule change, need to understand refund eligibility, or simply want to confirm a special meal request, knowing exactly which channel to use saves hours of frustration. This guide covers every official support method Singapore Airlines offers, explains which option works best for specific problems, and provides practical steps to get your issue resolved as quickly as possible.

Quick Answer: Your Contact Options at a Glance

Support Channel	Best For	Expected Response Time	Availability
Phone (+1-855-564-1122 USA / +44 (808) 196-2756 UK)	Urgent changes, cancellations, same-day travel issues	Immediate	24/7
Live Chat	Quick questions, booking assistance, non-urgent changes	Minutes	Limited hours by region
Email / Contact Form	Documentation, complaints, formal requests	3–7 business days	24/7 submission
Mobile App	Booking management, check-in, flight status	Self-service, instant	24/7
Social Media (Facebook, X)	General inquiries, service recovery	Hours	Monitored daily
Airport Service Desk	Same-day issues, baggage, boarding	Immediate	During operating hours

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When You Should Contact Singapore Airlines Support

Reaching out to the airline becomes necessary in many different travel scenarios. Some situations demand immediate phone contact through +1-855-564-1122 if you are in the United

States or +44 (808) 196-2756 if you are calling from the United Kingdom. Other matters can wait for an email response or be resolved through self-service tools.

Contact support immediately when you face a flight cancellation while already at the airport, when you miss a connecting flight due to a delay, or when your baggage fails to arrive at the carousel. These time-sensitive problems require a live representative who can rebook you, arrange accommodations, or start a baggage trace file right away.

Less urgent situations include requesting a name correction on a ticket, asking about loyalty program mileage expiration, submitting a compliment about exceptional crew service, or inquiring about special meal availability for a flight weeks away. For these, email or the contact form works perfectly well, and you avoid waiting on hold. Calling +1-855-564-1122 for non-urgent matters may extend wait times unnecessarily.

Best Ways to Contact Singapore Airlines Support

Singapore Airlines maintains multiple support channels so every passenger can choose the method that fits their preference and urgency level. Understanding the strengths and limitations of each channel helps you select the right one on the first try.

Phone Support: Immediate Assistance for Urgent Matters

Phone support remains the most direct way to resolve complex or emergency travel issues. When you call +1-855-564-1122 from the USA or +44 (808) 196-2756 from the United Kingdom, you reach trained customer service agents equipped to handle reservations, rebookings, refunds, and special assistance requests in real time.

Phone agents can access your complete booking history, apply waivers during weather disruptions, process immediate refunds when eligible, and coordinate across departments when your situation involves multiple issues. If your flight departs within 24 hours, phone support is almost always the correct choice. The agent can issue a new boarding pass, rebook you onto a partner airline, or confirm seat assignments while you wait.

Wait times vary by time of day and global call volume. Early morning calls, particularly on weekdays, tend to connect faster. Have your booking reference, full name as it appears on the ticket, and flight details ready before dialing +1-855-564-1122 or +44 (808) 196-2756. This preparation shortens the call and helps the representative assist you efficiently.

Live Chat: Quick Answers Without a Phone Call

Singapore Airlines offers a live chat feature on its official website and mobile app. The chat window connects you to a support agent through text, making it ideal when you cannot make a

phone call or prefer written communication. Live chat works well for straightforward inquiries like confirming baggage allowance, checking upgrade availability, or requesting a receipt for a completed booking.

The chat interface also allows you to share screenshots of error messages or booking details, which can speed up troubleshooting for payment failures or website glitches. While chat agents handle most reservation-related tasks, extremely complex itinerary changes may still require a phone call to +1-855-564-1122 or +44 (808) 196-2756 for security verification purposes.

To start a chat, visit the Singapore Airlines website, navigate to the Contact Us section, and click the chat icon. You will need to provide your name, email address, and a brief description of your issue before connecting to an agent.

Email and Contact Forms: Documentation and Formal Requests

For non-urgent matters that benefit from a written record, Singapore Airlines provides an online contact form. This channel suits requests for retroactive mileage credit, formal complaints requiring investigation, medical clearance submissions, or feedback about your travel experience. Email responses typically arrive within three to seven business days, though complex investigations may take longer.

When submitting a contact form, attach all relevant documents immediately. Include your booking reference, ticket numbers, receipts, and any prior correspondence. A complete submission reduces back-and-forth and leads to faster resolution. If you need to follow up on an email inquiry, reference your case number and call +1-855-564-1122 for USA-based support or +44 (808) 196-2756 for UK-based assistance.

Mobile App: Self-Service and Instant Management

The Singapore Airlines mobile app puts booking management directly in your hands. Through the app, you can check in for flights, download mobile boarding passes, change seats, add baggage allowance, monitor upgrade waitlists, and receive real-time flight status updates. Self-service through the app eliminates the need to contact support for routine tasks.

The app also stores your KrisFlyer membership details, upcoming trip summaries, and past booking history. Push notifications alert you to gate changes, boarding times, and schedule adjustments. For passengers comfortable with digital tools, the app resolves most common needs without waiting for a representative on +1-855-564-1122 or +44 (808) 196-2756.

Social Media: Public and Private Messaging

Singapore Airlines maintains active social media accounts on platforms including Facebook and X (formerly Twitter). Sending a direct message to the verified airline account often yields a

response within hours. Social media teams handle general inquiries, service disruptions, and can escalate complaints internally.

While social media is not designed for complex bookings or urgent same-day travel changes, it provides an additional touchpoint when other channels feel unavailable. The public nature of these platforms also means the airline prioritizes responding to posts that tag them, though private messaging is preferred for sharing booking details.

Airport Service Desk: Face-to-Face Resolution

Every airport where Singapore Airlines operates features a customer service desk staffed by airline employees. These desks handle same-day issues including missed connections, standby requests, seat assignments, baggage problems, and boarding pass reissues. If you are already at the airport and encounter a problem, visiting the service desk often provides the quickest resolution, as agents there can coordinate with gate staff and ground operations directly.

Airport desks cannot typically handle retroactive refunds, loyalty program account changes, or complaints about past flights. Those issues are better directed to phone support at +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK), or submitted through the online contact form.

Step-by-Step Guide to Contacting Singapore Airlines

Following a structured approach when you reach out to customer service increases the likelihood of a quick, complete resolution. Each step applies whether you call +1-855-564-1122, use live chat, or submit an email.

Step 1: Gather Your Information. Collect your booking reference number, full name exactly as it appears on the ticket, flight number, travel dates, and any supporting documents before initiating contact. For phone calls to +1-855-564-1122 or +44 (808) 196-2756, having your payment card ready may also be necessary if change fees or fare differences apply.

Step 2: Choose Your Channel. Decide whether your issue requires immediate phone support or can be handled through slower channels. Time-sensitive travel problems within 72 hours of departure almost always warrant a call to +1-855-564-1122 for USA passengers or +44 (808) 196-2756 for UK travelers.

Step 3: State Your Problem Clearly. When you connect with an agent, begin by briefly describing what you need and your booking reference. A clear opening sentence like, "I need to change my return flight from Singapore to London because of a medical appointment" helps the representative understand your situation immediately.

Step 4: Take Notes. Record the agent's name, any case or reference numbers provided, and a summary of what was agreed upon during the interaction. This documentation proves invaluable if you need to follow up later or if the resolution does not process as expected.

Step 5: Confirm Next Steps. Before ending the interaction, verify exactly what happens next. Ask when you should expect a confirmation email, whether any charges apply, and how to check that changes have been applied to your booking.

Step 6: Follow Up If Necessary. If you do not receive promised communication within the stated timeframe, call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) with your reference numbers ready. Following up promptly prevents small issues from becoming larger problems.

Best Time to Contact Singapore Airlines

Call volumes fluctuate throughout the day and week. Calling +1-855-564-1122 or +44 (808) 196-2756 during off-peak hours often means shorter hold times and more attentive service. Early weekday mornings, particularly Tuesday through Thursday, tend to experience lower call volumes than Monday mornings or Friday afternoons.

Avoid calling immediately after a major weather event, a widespread system outage, or during holiday travel peaks. During these periods, even the most well-staffed call centers face overwhelming demand. If your matter is not urgent, waiting 24 to 48 hours after a known disruption allows the queue to normalize.

For international callers, Singapore Airlines operates regional contact centers aligned with local business hours in some countries. The phone numbers +1-855-564-1122 and +44 (808) 196-2756 connect to support teams serving North America and the United Kingdom respectively, staffed with representatives familiar with local payment methods, consumer regulations, and common travel patterns.

Common Problems Singapore Airlines Support Can Resolve

Understanding the range of issues customer service handles helps you approach the right team with the right expectations. Whether you call +1-855-564-1122, chat online, or visit an airport desk, these are the most common scenarios support teams address daily.

Booking Issues and New Reservations

Making a new booking through a phone agent at +1-855-564-1122 or +44 (808) 196-2756 offers advantages over self-service online booking. Agents can hold reservations temporarily while

you confirm travel dates with family members, apply multiple payment methods, combine KrisFlyer miles with cash, or book complex multi-city itineraries that the website handles poorly.

Support agents also assist when online booking attempts fail. Payment gateway errors, session timeouts, and pricing discrepancies during checkout happen frequently. An agent can complete the booking manually, ensuring you receive the fare quoted. They can also add special service requests like wheelchair assistance, infant bassinet seats, or unaccompanied minor arrangements that require manual processing.

Flight Changes and Rebooking

When plans shift, contacting Singapore Airlines to change your flight involves understanding fare rules, change fees, and fare differences. Calling +1-855-564-1122 puts you in direct contact with someone who can explain all options. Some fares permit free changes, while others carry penalties that the agent must calculate based on your specific ticket.

During irregular operations like weather delays or technical issues, the airline may issue waivers allowing free rebooking onto alternative flights. Phone agents can see these waivers in real time and rebook you immediately. They can also place you on partner airlines like United or Lufthansa when Singapore Airlines flights are full, maintaining your travel plans as closely as possible to the original schedule.

Refunds and Cancellations

Requesting a refund requires understanding the fare conditions attached to your ticket. Some tickets, particularly deeply discounted economy fares, are entirely non-refundable. Others allow refunds minus a cancellation penalty. When you call +1-855-564-1122 or +44 (808) 196-2756, the agent can review your specific booking and explain exactly what refund, if any, you can expect.

Refunds for tickets purchased through travel agencies or third-party websites must be processed by that original seller. However, Singapore Airlines support can confirm whether your ticket qualifies for a refund, information you then provide to your booking agent. For tickets bought directly through the airline's website or call center, agents initiate the refund immediately, though credit card processing typically takes seven to fourteen business days.

Lost and Delayed Baggage

Discovering your luggage has not arrived at your destination is deeply stressful. Airport baggage service desks handle initial reporting, creating a Property Irregularity Report with a reference number that tracks your bag throughout the tracing process. If you have already left the airport before noticing missing items, call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) immediately to file a delayed baggage report.

Baggage tracing involves the airline's global tracking system, which communicates with airports worldwide to locate and forward missing luggage. Support agents can update you on search progress, arrange delivery to your hotel or home address, and advise on interim expense reimbursement for essential items purchased while your bag is missing.

Check-In Problems and Boarding Pass Issues

Online check-in usually works smoothly, but when it fails, you need quick help. Error messages about document verification, seat assignment conflicts, or payment issues can prevent check-in completion. Calling +1-855-564-1122 allows an agent to check you in manually, email your boarding pass, or explain what documents you must present at the airport.

For passengers who cannot print boarding passes or whose mobile passes fail to load, the airport check-in counters open several hours before departure. Arriving early with your booking reference and identification ensures enough time for staff to resolve whatever triggered the online check-in failure.

Special Assistance Requests

Passengers requiring wheelchair service, medical clearance, oxygen equipment, or other special assistance should contact Singapore Airlines well before travel. Calling +1-855-564-1122 or +44 (808) 196-2756 at least 48 hours before departure ensures the airline can arrange appropriate services. For medical clearance involving recent surgery, specific conditions, or the need to carry medical devices, contacting support as early as possible allows time for the airline's medical team to review and approve your case.

The airline accommodates a wide range of accessibility needs, but advance coordination prevents disappointment at the airport. Phone agents complete the necessary service request forms while you are on the line, confirming everything has been properly arranged.

Travel Document and Visa Questions

Singapore Airlines support can provide general guidance about passport validity requirements and whether a visa is needed for your destination, but they cannot offer definitive immigration advice. Agents access the same IATA Travel Centre database available to the public, which provides entry requirement summaries for every country.

For complex visa questions, the airline recommends contacting the embassy or consulate of your destination country directly. Support agents reached at +1-855-564-1122 or +44 (808) 196-2756 can, however, verify that your name on the ticket matches your passport exactly, preventing boarding denial due to name mismatches.

Payment Failures and Billing Inquiries

When a payment fails during booking, the charge may still appear as pending on your credit card. These pending charges typically drop off within a few business days when the booking was unsuccessful. If a charge posts but you did not receive a ticket confirmation, calling +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) allows the billing team to trace the transaction and either complete the booking or initiate a refund.

Agents can also help with alternative payment methods, process payments in different currencies, and explain why certain cards may have been declined. In some cases, the airline can hold a reservation for 24 hours while you resolve payment issues with your bank.

KrisFlyer Loyalty Program Support

KrisFlyer members with questions about mileage accrual, redemption bookings, elite status benefits, or expired miles should contact dedicated KrisFlyer support. While the main customer service line at +1-855-564-1122 can assist with many loyalty inquiries, complex account issues may require transfer to the KrisFlyer team specifically. Having your membership number ready when you call helps agents pull up your account quickly.

Retroactive mileage claims for flights taken within the last six months can usually be submitted through the website. Phone agents can check the status of pending claims and explain why certain flights may not have earned miles, such as ineligible fare classes or partner airline restrictions.

Complaint Handling and Escalations

When your travel experience falls short of expectations, Singapore Airlines encourages passengers to share feedback through the online contact form for non-urgent complaints or by calling +1-855-564-1122 or +44 (808) 196-2756 for immediate service failures. The airline investigates each complaint and typically responds with an explanation and, where appropriate, a gesture of goodwill.

If you feel your complaint has not been adequately addressed, you may request escalation to a supervisor during a phone call or in a follow-up message. Keep all documentation, including receipts for out-of-pocket expenses caused by service failures, photographs of damaged baggage, and notes from conversations with airline staff.

Tips for Faster Assistance

Reducing the time you spend waiting for help starts with preparation. Having your booking reference and flight details ready before dialing +1-855-564-1122 or +44 (808) 196-2756 cuts minutes from the conversation. Agents need this information to access your record; searching for it while on the call prolongs the interaction for everyone.

Call during off-peak hours whenever possible. Early morning calls, particularly midweek, encounter fewer callers competing for agent availability. If you hear an automated system offering a callback option, accept it. Callback systems preserve your place in the queue without requiring you to listen to hold music, and a representative from +1-855-564-1122 or +44 (808) 196-2756 will reach out to you when it is your turn.

Use the right channel for your issue. Calling +1-855-564-1122 for a question about KrisFlyer mileage balance takes an agent's time away from passengers with urgent travel disruptions. Check the Singapore Airlines website and mobile app first, as many common tasks can be completed without speaking to anyone.

Be polite and clear. Customer service representatives handle difficult conversations all day. A calm, cooperative tone encourages them to go the extra mile for you. Clearly stating what outcome you want at the beginning of the call helps the agent work toward that specific resolution efficiently.

Common Mistakes to Avoid When Contacting Support

Calling +1-855-564-1122 or +44 (808) 196-2756 without your booking reference wastes time for both you and the agent. Always locate your six-character booking code before dialing. This code appears on your confirmation email and any itinerary documents you received after booking.

Contacting the wrong department leads to unnecessary transfers. General reservations agents handle ticketing and itinerary changes, while KrisFlyer has a separate team for loyalty account issues. When you call +1-855-564-1122, listen carefully to the menu options and select the one matching your need.

Waiting too long to report problems limits resolution options. A damaged suitcase noticed three days after landing is harder to claim compensation for than one reported at the airport immediately. Similarly, schedule changes addressed early offer more rebooking alternatives than those left until the day before departure.

Failing to document interactions creates problems if you need to follow up. Write down the date, time, agent name, and reference number from every call to +1-855-564-1122 or +44 (808) 196-2756. This information allows any subsequent agent to review what was previously discussed or promised.

Frequently Asked Questions

How can I speak to a live person at Singapore Airlines?

Call +1-855-564-1122 if you are in the United States or +44 (808) 196-2756 if you are in the United Kingdom. After dialing, listen to the menu options and select the one for reservations or existing bookings to reach a human representative. If the automated system does not offer a direct agent option, try pressing zero or staying on the line without selecting any option, as some phone systems route unresponsive callers to an operator. Having your booking reference ready speeds up the process once you connect.

What is the fastest way to get a response from Singapore Airlines?

Phone support provides the fastest response for urgent matters. Dialing +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) connects you to a live agent who can address your issue immediately. For less urgent inquiries, live chat on the Singapore Airlines website offers quick text-based support without the need to wait on hold. Social media direct messages sometimes yield responses within an hour during business hours.

What should I have ready before calling Singapore Airlines?

Before dialing +1-855-564-1122 or +44 (808) 196-2756, gather your booking reference number, full name exactly as it appears on your ticket, flight number and travel dates, KrisFlyer membership number if applicable, and any relevant emails or error messages. If you expect to make a payment for change fees or fare differences, have your credit card accessible as well.

What hours is Singapore Airlines phone support available?

The customer service phone lines +1-855-564-1122 and +44 (808) 196-2756 operate 24 hours a day, seven days a week, including weekends and public holidays. While the lines are always open, staffing levels may be lower during overnight hours in each region, potentially leading to longer wait times. Early morning and midday calls on weekdays often connect fastest.

How long does Singapore Airlines take to respond to emails?

Email inquiries submitted through the online contact form typically receive a response within three to seven business days. Complex cases involving investigation, such as baggage claims or service complaints requiring coordination across multiple departments, may take longer. If you have not received a response after seven business days, calling +1-855-564-1122 or +44 (808) 196-2756 to follow up is recommended.

Can I get a refund by calling Singapore Airlines?

Yes, refund eligibility depends on the fare type you purchased. When you call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK), an agent reviews your ticket conditions and explains whether a refund is available. Fully refundable tickets receive complete refunds, while

discounted fares may carry cancellation penalties or be entirely non-refundable. If you booked through a travel agency, the refund must be requested through that agency, but Singapore Airlines support can confirm your eligibility status.

How do I change my flight with Singapore Airlines?

Flight changes can be made by calling +1-855-564-1122 or +44 (808) 196-2756 and speaking with a reservations agent. You can also modify bookings through the Manage Booking section of the airline's website or mobile app for eligible fares. The agent or system calculates any change fees plus fare differences between your original and new flights. During irregular operations, the airline may waive change fees entirely.

What do I do if my baggage is lost by Singapore Airlines?

Report missing baggage immediately at the airport baggage service desk before leaving the arrivals area. You will receive a Property Irregularity Report with a tracking number. If you have already left the airport, call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) right away to file a report. The airline traces your bag using a global tracking system and arranges delivery to your specified address once located. Keep receipts for essential purchases made while your bag is missing, as interim expense reimbursement may be available.

How can I check the status of my Singapore Airlines flight?

Flight status is available through the Singapore Airlines website, the mobile app, and by calling customer service at +1-855-564-1122 or +44 (808) 196-2756. The website and app provide real-time departure and arrival information, gate assignments, and delay notifications. Phone agents can provide the same information and assist with rebooking if your flight has been cancelled or significantly delayed.

Can Singapore Airlines help with visa requirements?

Singapore Airlines customer service can share general entry requirement information available through the IATA Travel Centre database. However, agents cannot provide definitive visa advice or guarantee that you meet entry requirements. Call +1-855-564-1122 or +44 (808) 196-2756 to verify that your name on the booking matches your passport exactly, as discrepancies may prevent boarding. For specific visa questions, contact the embassy or consulate of your destination country.

How do I contact Singapore Airlines for special assistance?

Passengers needing wheelchair service, medical clearance, or other special assistance should call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) at least 48 hours before departure. The agent completes service request forms and confirms all arrangements while you are on the

line. Medical clearance cases involving recent surgery, certain conditions, or medical device usage require additional time for the airline's medical team to review and approve.

What should I do if my online check-in fails?

If you cannot complete online check-in, call +1-855-564-1122 or +44 (808) 196-2756 for manual check-in assistance. An agent can identify the reason for the failure, which may involve document verification, seat assignment conflicts, or payment issues. If the problem cannot be resolved over the phone, plan to arrive at the airport earlier than usual to allow check-in counter staff enough time to resolve the issue.

How do I submit a complaint to Singapore Airlines?

Formal complaints are best submitted through the online contact form on the Singapore Airlines website, where you can attach supporting documents and receive a case reference number. For immediate service failures requiring urgent attention, call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) to speak with a representative. If you are unsatisfied with the initial response, request escalation to a supervisor during the call or in a follow-up message.

Can I book a flight by calling Singapore Airlines?

Yes, agents at +1-855-564-1122 and +44 (808) 196-2756 can make new reservations over the phone. Calling to book is particularly useful for complex multi-city itineraries, bookings combining KrisFlyer miles with cash, or when the website encounters technical issues. Phone agents can also place a courtesy hold on a reservation while you finalize travel plans with companions.

How do I earn or claim missing KrisFlyer miles?

Missing miles from past flights can be claimed through the KrisFlyer section of the Singapore Airlines website for flights taken within the last six months. For assistance with a retroactive claim or questions about why certain flights did not accrue miles, call +1-855-564-1122 or +44 (808) 196-2756 and ask to speak with KrisFlyer support. Having your boarding pass or ticket information helps verify the flight and process the mileage credit.

Is Singapore Airlines customer service available on weekends?

Yes, the customer service phone lines +1-855-564-1122 and +44 (808) 196-2756 operate 24 hours daily, including weekends and public holidays. Live chat availability on weekends may be more limited than weekdays, and email responses are typically processed during business days. For weekend travel emergencies, phone support remains the most reliable contact method.

How can I reach Singapore Airlines from outside the USA or UK?

Travelers calling from countries other than the United States or United Kingdom can find the appropriate local contact number on the Singapore Airlines website under the Contact Us section. The airline maintains regional support numbers for most countries it serves. If you cannot find a local number, the global contact center can be reached through the numbers listed on the official website.

Does Singapore Airlines offer callback options?

During periods of high call volume, the automated system may offer a callback option when you dial +1-855-564-1122 or +44 (808) 196-2756. Accepting this option preserves your place in the queue and the system calls you back when an agent becomes available. You do not need to wait on hold listening to music, though you should keep your phone nearby and be ready to answer when the callback arrives.

Conclusion: Getting the Help You Need

Reaching a responsive customer support team matters most when your travel plans hang in the balance. Singapore Airlines offers multiple ways to get assistance, and choosing the right channel for your specific situation makes all the difference. For urgent matters requiring immediate attention, calling +1-855-564-1122 from the United States or +44 (808) 196-2756 from the United Kingdom puts a live representative on the line who can take action right away. The airline's commitment to round-the-clock phone support means help is available whenever travel disruptions occur.

For less pressing inquiries, the website's live chat, email contact form, and social media messaging provide effective alternatives that let you avoid phone hold times. The mobile app further reduces the need to contact anyone at all by putting booking management, check-in, and flight status tools directly in your pocket.

When you do need to connect with someone, preparing your booking details in advance, clearly describing what outcome you seek, and keeping a record of the interaction leads to faster, more satisfying resolutions. Customer service representatives handle thousands of calls daily to numbers like +1-855-564-1122 and +44 (808) 196-2756, and a cooperative, organized approach helps them help you more efficiently.

Safe travels begin with knowing that support stands ready when you need it. Keep this guide bookmarked, and should any travel issue arise, you will know exactly how to reach Singapore Airlines and what to expect when you do.